Canon
imageFORMULA

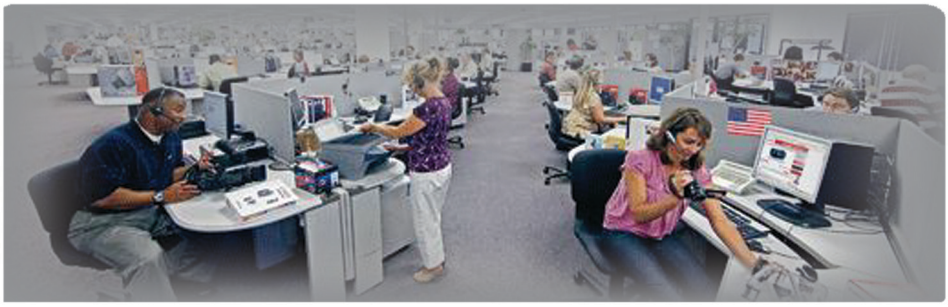
imageFORMULA DR-C225
Service and Support

A true industry leader understands that reputations are earned one customer at a time, which is why Canon has at its foundation an uncompromising dedication to product reliability, service, and support. From cutting-edge technology to industry-leading response times, Canon U.S.A. takes pride in delivering complete customer satisfaction. Canon warranty and eCarePAK® extended service options have been created to help save costs associated with scanner maintenance, maximize uptime throughout the life of the product, and make you feel confident in your Canon scanning investment for years to come. You will be afforded the following benefits:

- Parts and labor coverage under all packages, to protect from unforeseen repair costs, and limit post-purchase expenses
- Prompt service, responsive to user needs
- Highly developed repair facilities, where product storage, maintenance, and exchange occurs, help ensures comprehensive management and upkeep of products
- Repairs performed by Canon-certified personnel using genuine Canon parts
- Quick turnaround for repairs
- 60 years of industry leadership and quality repairs

Canon U.S.A. also maintains a world-class 100% U.S.-based call center staffed with over 500 Canon employees. Through your toll-free telephone access, highly trained and experienced specialists stand ready to assist you. Committed to quick and easy resolution of all support issues, our specialists deliver industry-leading response times and quality support, and posses the knowledge to rectify scanner hardware issues.

The imageFORMULA DR-C225 Scanner is bundled with One Year Advanced Exchange Warranty Service. This exchanges your product with a replacement product (if required), which will usually be shipped the same business day. Parts, labor, and shipping are covered. Return shipment instructions, carton, packaging, and shipping labels are provided with the replacement unit.



For more information about Canon service and support, contact your point of purchase, or call 800-423-2366

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Canon eCarePAK Extended Service Plan is a cost-effective and easy-to-use program that provides service and support coverage beyond the initial warranty period at a very attractive price. eCarePAK Extended Service Plan offers toll-free Canon technical support and includes Advanced Exchange Service. Protect against unforeseen repair costs and excessive downtime, and enjoy peace of mind for many years to come knowing your new equipment is covered. The initial eCarePAK Extended Service Plan must be purchased during your original scanner warranty period. Varied initial durations are available, up to a maximum of five years total of coverage, and coverage becomes effective on the date the original warranty expires. Renewals are also available, and must be purchased during your eCarePAK Extended Service Plan coverage period.

Canon Item Code	Description	Covers
Extended Service for DR-C225 Office Document Scanner		
5351B001AA	eCarePAK - WG - Advanced Exchange Program - 1 Year	Parts, Labor, Shipping
5351B002AA	eCarePAK - WG - Advanced Exchange Program - 2 Years	Parts, Labor, Shipping
5351B003AA	eCarePAK - WG - Advanced Exchange Program - 3 Years	Parts, Labor, Shipping
5351B004AA	eCarePAK - WG - Advanced Exchange Program - 4 Years	Parts, Labor, Shipping

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